

MEMORANDUM

Date: August 5, 2020

To: TLRC Residents, Families, Employees and Board Members

From: R Kevin McFeely, President & CEO

Re: Visitation

As you may have heard, Governor Inslee held a press conference today to discuss the roll out of visitation in long-term care communities. Outdoor visits can take place at long-term care communities if they meet the following criteria: there must not have been any new facility COVID-19 cases in the last 28 days, there must be a 14 day supply of PPE, must know the key metrics of Pierce County and have access to continued testing. As of this writing, TLRC meets all of these criteria and is moving forward with setting up the scheduling of visits. Once we receive the application from the State, we will complete it and once we are approved for visitation, we will notify you to begin scheduling visitation times. Please check our website for updates.

We will continue to offer virtual visits, especially since we cannot accommodate all visitors at the same time. Window visits will continue as will compassionate visits. We know that everyone is eager to visit as soon as we are notified of the date this can start, but to assist us in keeping your loved one safe and healthy, we ask you follow the protocols that are listed below. We will do everything we can to get these visits scheduled as quickly as possible and appreciate your patience as we move through this process.

One new component we are pleased to offer to you is that effective Wednesday, August 12th, you no longer need to utilize the mail or package service to bring in items for your loved ones. However, the container being dropped off must be sealed and able to be sanitized. There will be no exceptions to this.

One other key factor to remember is that the Phased Safe Start Program the Governor has outlined has two definitions: one for the County and one for long-term communities. There are times where they do not coincide. For example, Pierce County is currently in Phase Two (2), but Pierce County long-term communities are in Phase One (1). As a result, we cannot at this time allow inside visits and must limit the number of visitors on our campus at any given time.

It is mandatory that each visitor wear a mask when on our campus. If you do not wear a mask, the visit will not occur. There will be no exceptions to this. All visitors will be screened as we have been doing since the start of COVID-19. Your cooperation with this is greatly appreciated.

Please do not hesitate to contact Brita Carpenter, Serina McWha or myself should you have any questions about these protocols. Thank you in advance for your adherence and understanding of these protocols as well as your patience as we navigate through this new territory. We look forward to seeing you on campus.

Listed below is an outline of how the visits will be scheduled.

Tacoma Lutheran Retirement Community Visitation Protocols

Hours (Tentative)

- Monday-Friday, 10:45 a.m.-5:30 p.m. Closed 12:00 p.m.-1:00 p.m. for lunch. Once we are able to fully implement staffing for this program, we will expand visitation hours to include Saturday and Sunday.

Location

- All visits will take place at designated stations in the parking lot adjacent to the 500 and 600 Halls of the Health Center.
- North Ridge visits will take place in the North Ridge Courtyard.

Length and Frequency of Visits

- Visits will be 30 minutes in duration.
- Each resident is permitted one (1) visit per day with a maximum of two (2) visitors, schedule permitting.
- A staff member will notify visitors when 5 minutes remain for visitation time.
- Photos with your loved ones are allowed but please include **only** your loved one, not any other resident or visitor.

Scheduling Visits

- Visits will be arranged via a phone call to 253.381.5172 or e-mail at visits@tacomalutheran.org
- All appointments must be made a minimum of 48 hours in advance of the visit. Government approved ID must be shown and the name, phone number and e-mail address of each visitor **must** be recorded in the sign-in log.

Upon Arrival at TLRC

- Once you have arrived at TLRC, please remain in your car. You will receive a text message indicating your visit is about to start. Please proceed to the sign-in area.
- You will go through a screening process which will include checking your temperature, answering questions and ensuring you are wearing your mask correctly.
- A staff member will direct you to the appropriate visitation station.